

1020 Nineteenth Street NW
Suite 700
Washington, DC 20036
303 672 2821
fax: 202 293 0561

John W. Kure
Executive Director - Federal Policy and Law



February 3, 2003

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW, TW-A325
Washington, DC 20554

RECEIVED

FEB - 3 2003

RE: Qwest ONA Nondiscrimination Report
CC Docket No. 88-2, Phase I, CC Docket No. 96-128

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Dear Ms. Dortch:

Pursuant to the FCC Orders' concerning Qwest Corporation's ("Qwest") ONA Plans, Qwest hereby submits its ONA Nondiscrimination Report for the fourth quarter of 2002. This report includes both provisioning and maintenance results, and is broken down into the categories as mandated by the FCC in CC Docket 88-2, Phase 1, MO&O on Reconsideration, Appendix B.

This report also includes the categories of Public Access Lines in accordance with CC Docket 96-128, implementing Section 276 of the Telecom Act.

Acknowledgement of date of receipt of this submission is requested. A duplicate of this letter is provided for this purpose.

Please contact me if you have questions

Sincerely,

cc: Ms. Janice Myles
Attachment

¹ See In the Matter of Filing and Review of Open Network Architecture Plans Memorandum Opinion and Order, 5 FCC Rcd. 3103 (1990) and Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd. 3084 (1990). Also See In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, 11 FCC Rcd. 20541 (1996).

NO FILED
LIST ABOVE

FILED

014

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
A1 - Business			
Total Orders	111128	Average Interval	170831
Due Dates Missed	2087	(In Days)	4002
% Due Dates Missed	1.88%	4	2.34%
		0	0
A2 - PBX			
Total Orders	891	Average Interval	7952
Due Dates Missed	33	(In Days)	167
% Due Dates Missed	3.70%	6	2.10%
		0	0
A3 - Centrex			
Total Orders	17125	Average Interval	28070
Due Dates Missed	394	(In Days)	575
% Due Dates Missed	2.30%	5	2.05%
		1	0
A4 - WATS			
Total Orders	102	Average Interval	866
Due Dates Missed	1	(In Days)	4
% Due Dates Missed	0.98%	3	0.46%
		0	0
A5 - Mobile			
Total Orders	0	Average Interval	1
Due Dates Missed	0	(In Days)	0
% Due Dates Missed	No Activity	0	0.00%
		0	0
A6 - Feature Group A			
Total Orders	1	Average Interval	84
Due Dates Missed	0	(In Days)	11
% Due Dates Missed	0.00%	3	13.10%
		0	4
A7 - Foreign Exchange			
Total Orders	278	Average Interval	571
Due Dates Missed	4	(In Days)	16
% Due Dates Missed	1.44%	2	2.80%
		0	0

The first Average Interval calculation includes all orders for this service classification. both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 4 QTR 2002

	<u>AFFILIATE -</u>		<u>ALL OTHERS</u>	
81 - Feature Group B				
Total Orders	0	Average Interval	80	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	No Activity	0	5.00%	26
		0		10
82 - Feature Group D				
Total Orders	0	Average Interval	3012	Average Interval
Due Dates Missed	0	(In Days)	120	(In Days)
% Due Dates Missed	No Activity	0	3.98%	20
		0		6
B3 - DID				
Total Orders	191	Average Interval	4510	Average Interval
Due Dates Missed	12	(In Days)	323	(In Days)
% Due Dates Missed	6.28%	13	7.16%	14
		1		1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

4 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Orders	5	Average Interval	110	Average Interval
Due Dates Missed	1	(In Days)	2	(In Days)
% Due Dales Missed	20.00%	5	1.82%	6
		0		1
C2 - Packet Synchronous Access				
Total Orders	16	Average Interval	9730	Average Interval
Due Dates Missed	0	(In Days)	311	(In Days)
% Due Dales Missed	0.00%	13	3.20%	11
		1		6
C3 - Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

4 QTR 2002

AFFILIATE

ALL OTHFW

D1 - Protective Alarm

Total Orders	4	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	0.00%	2
		0

77	Average Interval
0	(In Days)
0.00%	5
	0

D2 - Protective Relay

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

0	Average Interval
0	(In Days)
No Activity	0
	0

D3 -Control Circuit

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

1	Average Interval
0	(In Days)
0.00%	5
	0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 -Telegraph 75 Baud		
Total Orders	7 Average Interval	101 Average Interval
Due Dates Missed	0 (In Days)	25 (In Days)
% Due Dates Missed	0.00% 5 0	24.75% 20 1
E2 -Telegraph 150 Baud		
Total Orders	0 Average Interval	1 Average Interval
Due Dales Missed	0 (In Days)	0 (In Days)
% Due Dates Missed	No Activity 0 0	0.00% 5 0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2002

<u>AFFILIATE</u> -			<u>ALL OTHERS</u>	
F1 -Voice, Non-Switched Line				
Total Orders	0	Average Interval	41	Average Interval
Due Dales Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	2.44%	6
		0		2
F2-Voice, Switched Line				
Total Orders	1	Average Interval	679	Average Interval
Due Dales Missed	0	(In Days)	29	(In Days)
% Due Dates Missed	0.00%	6	4.27%	8
		6		4
F3 -Voice, Switched Trunk				
Total Orders	0	Average Interval	1277	Average Interval
Due Dates Missed	0	(In Days)	72	(In Days)
% Due Dales Missed	No Activity	0	5.64%	18
		0		10
F4 -Voice and Tone, Radio Land Line				
Total Orders	0	Average Interval	0	Average Interval
Due Dales Missed	0	(In Days)	0	(In Days)
% Due Dales Missed	No Activity	0	No Activity	0
		0		0
F5 - Data, Low Speed				
Total Orders	0	Average Interval	69	Average Interval
Due Dales Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	0	2.90%	8
		0		2
F6 - Basic Data and Voice				
Total Orders	1	Average Interval	1275	Average Interval
Due Dales Missed	0	(In Days)	49	(In Days)
% Due Dates Missed	0.00%	98	3.84%	9
		0		3
F7 - Voice/Data PSN Access Tie Trunk				
Total Orders	0	Average Interval	159	Average Interval
Due Dales Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	0.63%	9
		0		5
F8 - Voice/Data SSN Access				
Total Orders	0	Average Interval	125	Average Interval
Due Dales Missed	0	(In Days)	10	(In Days)
% Due Dales Missed	No Activity	0	8.00%	26
		0		3
F9 - Voice/Data SSN Intermachine Trunk				
Total Orders	0	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	7
		0		7

F10 - Data Extension, Voice Grade

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F11 -Voice Grade Telephoto and Facsimile

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F12 - Protective Relay, Voice Grade

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2002

AFFILIATE -

ALL OTHERS

G1 - Program Audio, 200-3500 Hz

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

5	Average Interval
0	(In Days)
0.00%	5
	0

G2 - Program Audio, 100-5000 Hz

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

9	Average Interval
1	(In Days)
11.11%	6
	0

G3 - Program Audio, 50-8000 Hz

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

13	Average Interval
0	(In Days)
0.00%	5
	0

G4 - Program Audio, 50-15000 Hz

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

10	Average Interval
1	(In Days)
10.00%	8
	0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
4 QTR 2002

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
H1 - TV Channel 1 Way 15 kHz Audio					
Total Orders	2	Average Interval	47	Average Interval	
Due Dates Missed	0	(In Days)	5	(In Days)	
% Due Dates Missed	0.00%	10	10.64%	10	
		4		5	
H2 - TV Channel 1 Way 5 kHz Audio					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2002

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
I1 -Digital Voice Circuit				
Total Orders	6	Average Interval	105	Average Interval
Due Dates Missed	0	(In Days)	8	(In Days)
% Due Dales Missed	0.00%	14	7.62%	7
		0		1
I2 - Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	115	Average Interval
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	No Activity	0	5.22%	6
		0		0
I3 -Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	2	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dales Missed	No Activity	0	0.00%	6
		0		6
I4 -Digital Data, 9.6 kbps				
Total Orders	0	Average Interval	396	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	No Activity	0	1.77%	11
		0		6
I5 - Digital Data, 56 kbps				
Total Orders	0	Average Interval	62	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	1.61%	6
		0		2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2002

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
J1 - Dedicated Hicap Digital, 1.544 mbps					
Total Orders	146	Average Interval	44788	Average Interval	
Due Dates Missed	15	(In Days)	3942	(In Days)	
% Due Dates Missed	10.27%	21	8.80%	14	
		2		6	

+++++

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
4 QTR 2002

AFFILIATE

K1 -Dedicated Hicap Digital, 3.152 mbps

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

K2 -Dedicated Hicap Digital, 6.312 mbps

Total Orders	0	Average Interval
Due Dates Missed	0	(In Days)
% Due Dates Missed	No Activity	0
		0

K3 - Dedicated Hicap Digital, 44.736 mbps

Total Orders	13	Average Interval
Due Dates Missed	1	(In Days)
% Due Dates Missed	7.69%	16
		0

K4 - Dedicated Hicap Digital, >45 mbps

Total Orders	59	Average Interval
Due Dates Missed	4	(In Days)
% Due Dates Missed	6.78%	11
		1

ALL OTHERS

	0	Average Interval
	0	(In Days)
No Activity	0	
	0	

	0	Average Interval
	0	(In Days)
No Activity	0	
	0	

	2194	Average Interval
	300	(In Days)
13.67%	18	
	10	

	234	Average Interval
	24	(In Days)
10.26%	18	
	5	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

4 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1 - Smart PAL				
Total Orders	1316	Average Interval	16	Average Interval
Due Dates Missed	55	(In Days)	0	(In Days)
% Due Dates Missed	4.18%	9	0.00%	8
		1		3
L2 - Basic PAL				
Total Orders	1768	Average Interval	1445	Average Interval
Due Dates Missed	29	(In Days)	19	(In Days)
% Due Dates Missed	1.64%	11	1.31%	4
		4		0

The first Average Interval calculation includes all orders for this service classification. both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Mainlenance Report

Qwest

4 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Tickets	142		130	
Average interval in Hrs/Mns	2	30	3	41
A2 - PBX				
Total Tickets	99		1021	
Average Interval in Hrs/Mns	2	35	2	27
A3 - Centrex				
Total Tickets	84		132	
Average Interval in Hrs/Mns	2	57	2	37
A4 - WATS				
Total Tickets	0		11	
Average Interval in Hrs/Mns	No Activity		2	57
A5 - Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
A6 - Feature Group A				
Total Tickets	0		69	
Average Interval in Hrs/Mns	No Activity		2	3
A7 - Foreign Exchange				
Total Tickets	45		289	
Average Interval in Hrs/Mns	2	54	3	45

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2002

	<u>AFFILIATE</u>		<u>ALI</u>	<u>QTHFRS</u>
B1 -Feature Group B				
Total Tickets	0		12	
Average Interval in Hrs/Mns	No Activity		1	30
B2 -Feature Group D				
Total Tickets	0		328	
Average Interval in Hrs/Mns	No Activity		1	29
B3 -DID				
Total Tickets	91		798	
Average Interval in Hrs/Mns	3	41	2	14

Quarterly ONA Maintenance Report
Qwest
4 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
C1 - Packet DDD Line			
Total Tickets	0	157	
Average Interval in Hrs/Mns	No Activity	0	46
C2 -Packet Synchronous Access			
Total Tickets	0	95	
Average Interval in Hrs/Mns	No Activity	1	22
C3 - Packet Asynchronous Access			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
D1 - Protective Alarm			
Total Tickets	0	48	
Average Interval in Hrs/Mns	No Activity	2	48
D2 - Protective Relay			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
D3 - Control Circuit			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	

Quarterly ONA Maintenance Report
Qwest
4 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 -Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
E2 -Telegraph 150 Baud		
Total Tickets	0	6
Average Interval in Hrs/Mns	No Activity	2 49

Quarterly ONA Maintenance Report
Qwest
4 QTR 2002

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
F1 -Voice, Non-Switched Line				
Total Tickets	0		42	
Average Interval in Hrs/Mns	No Activity		3	22
F2 -Voice, Switched Line				
Total Tickets	312		1543	
Average Interval in Hrs/Mns	2	50	3	33
F3 -Voice, Switched Trunk				
Total Tickets	167		1380	
Average Interval in Hrs/Mns	1	36	1	50
F4 -Voice and Tone, Radio Land Line				
Total Tickets	1		96	
Average Interval in Hrs/Mns	3	31	2	43
F5 - Data, Low Speed				
Total Tickets	0		82	
Average Interval in Hrs/Mns	No Activity		2	41
F6 - Basic Data and Voice				
Total Tickets	26		3636	
Average Interval in Hrs/Mns	2	15	2	16
F7 - Voice/Data PSN Access Tie Trunk				
Total Tickets	0		130	
Average Interval in Hrs/Mns	No Activity		1	4
F8 - Voice/Data SSN Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F9 - Voice/Data SSN Intermachine Trunk				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F10 -Data Extension, Voice Grade				
Total Tickets	0		33	
Average Interval in Hrs/Mns	No Activity		2	33
F11 -Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F12 - Protective Relay, Voice Grade				
Total Tickets	0		7	
Average Interval in Hrs/Mns	No Activity		1	27

Quarterly ONA Maintenance Report

Qwest

4 QTR 2002

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1 -Program Audio, 200-3500 Hz			
Total Tickets	0	15	
Average Interval in Hrs/Mns	No Activity	2	13
G2 - Program Audio, 100-5000 Hz			
Total Tickets	0	6	
Average Interval in Hrs/Mns	No Activity	13	27
G3 - Program Audio, 50-8000 Hz			
Total Tickets	4	41	
Average Interval in Hrs/Mns	2 48	3	30
G4 - Program Audio, 50-15000 Hz			
Total Tickets	0	31	
Average Interval in Hrs/Mns	No Activity	2	49

Quarterly ONA Maintenance Report
Qwest
4 QTR 2002

<u>AFFILIATE</u>		<u>AI I OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio			
Total Tickets	0	43	
Average Interval in Hrs/Mns	No Activity	1	26
H2 - TV Channel 1 Way 5 kHz Audio			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	

Quarterly ONA Maintenance Report

Qwest
4 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Tickets	22		49	
Average Interval in Hrs/Mns	2	15	1	32
I2 -Digital Data, 2.4 kbps				
Total Tickets	1		73	
Average Interval in Hrs/Mns	1	34	3	3
I3 - Digital Data, 4.8 kbps				
Total Tickets	0		1	
Average Interval in Hrs/Mns	No Activity		3	28
I4 - Digital Data, 9.6 kbps				
Total Tickets	0		206	
Average Interval in Hrs/Mns	No Activity		2	19
I5 -Digital Data, 56 kbps				
Total Tickets	11		4433	
Average Interval in Hrs/Mns	1	26	2	26

Quarterly ONA Maintenance Report

Qwest

4 QTR 2002

AFFILIATE

ALL OTHERS

J1 - Dedicated Hicap Digital, 1.544 mbps

Total Tickets 244

13242

Average Interval in Hrs/Mns 3 39

2 38

Quarterly ONA Maintenance Report

Qwest

4 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
K2 - Dedicated Hicap Digital, 6.312 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Tickets	4		297	
Average Interval in Hrs/Mns	1	1	1	43
K4 - Dedicated Hicap Digital, >45 mbps				
Total Tickets	1451		951	
Average Interval in Hrs/Mns	6	6	6	55

Quarterly ONA Maintenance Report
Qwest
4 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
L1 - Smart PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
L2 - Basic PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO Activity	No Activity

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
 4 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	9864	44841
Average Interval in Hrs/Mns	9:16:00	10:48:00
Due Dates Missed	597	3335
% Due Dates Missed	6.05%	7.44%
A2 - PBX		
Total Tickets	80	1341
Average Interval in Hrs/Mns	9:11:00	10:51:00
Due Dates Missed	10	165
% Due Oates Missed	12.50%	12.30%
A3 - Centrex		
Total Tickets	3384	11185
Average Interval in Hrs/Mns	9:40:00	10:28:00
Due Dates Missed	362	1313
% Due Dates Missed	10.70%	11.74%
A4 - WATS		
Total Tickets	0	6
Average Interval in Hrs/Mns	No Activity	20:21:00
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
A5 - Mobile		
Total Tickets	0	3
Average Interval in Hrs/Mns	No Activity	10:09:00
Due Dates Missed	0	1
% Due Dales Missed	0.00%	33.33%
A6 - Feature Group A		
Total Tickets	1	41
Average Interval in Hrs/Mns	0:09:00	16:43:00
Due Dates Missed	0	5
% Due Dates Missed	0.00%	12.20%
A7 -Foreign Exchange		
Total Tickets	56	252
Average Interval in Hrs/Mns	10:25:00	10:36:00
Due Dates Missed	4	28
% Due Dates Missed	7.14%	11.11%

Quarterly ONA Maintenance Report - Tickets with Due Dates

Qwest
4 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 -Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
E2 -Telegraph 150 Baud		
Total Tickets	0	74
Average Interval in Hrs/Mns	No Activity	15:37:00
Due Dates Missed	0	31
% Due Dates Missed	0.00%	41.89%
